Position Title: Coordinator Housing and Homelessness Support Metropolitan (Metro) Melbourne

Reports to: Manager Housing and Homelessness Support

Supervising: Housing Support & Outreach Staff across Northern, Southern, Western Melbourne.

Liaises with: Wintringham Staff and Management. External Community and Health Services.

Location: TBC.

Classification: Wintringham EBA.

Hours: Full Time

Position Summary

Wintringham provides housing, support and aged care services to those who are over 50 years old, and have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote an empowerment of care model, therefore Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes.

The Coordinator Housing and Homelessness Support (Metro) will be responsible for the oversight of the Housing Support and Outreach Programs across Metro Melbourne. The position will provide support and supervision to staff across the region and work collaboratively with the other Coordinators and Portfolio Managers to ensure a collaborative team culture is maintained.

The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

- Demonstrate leadership across the Housing and Homelessness Support (HHS) portfolio and work collaboratively with all areas of Wintringham to ensure coordinated service responses.
POSITION DESCRIPTION

- Provide line management and supervision to Housing and Outreach Support Staff.
- Establish and maintain positive relationships across community and health services across the region.
- Promote a non-institutional philosophy within the programs by recognising and promoting the rights of Wintringham clients.
- Ensure our duty of care to both clients and staff is adhered to at all times.
- Ensure privacy and confidentiality is adhered to at all times.
- Oversee and ensure compliance to relevant legislative standards and guidelines across the relevant programs.
- Review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality.
- Respond to client feedback and complaints in line Wintringham policy and procedures.

People, Leadership and Human Resources

- Appropriately manage performance of the Housing and Homelessness Support Services’ team through coaching, supervision, debriefing, regular informal and formal performance feedback and reviews, and professional development support.
- Ensure the team is aware of and complies with organisational policies and procedures.
- Ensure recruitment of individuals who have the right cultural fit and ability to work in line with cultural change and facilitate retention of key talent.
- Ensure that all employees understand Wintringham’s philosophy of options, rights, and dignity and that it drives their practice at all times.
- Notify the Occupational Health and Safety Co-ordinator of any issues relating to staff or client safety including manual handling, infection control, chemical waste or other hazard.
- Recruitment, induction and training of new staff in consultation with Human Resources and HHS Manager.

Finance and Administration

- Participate in the development of annual budgets in collaboration with the HHS Manager.
- Monitor income and expenditure against budget expectations including client brokerage funds.
- Ensure all documentation required by departments and funders are completed and submitted in a timely manner, including critical incident reports.
Other

- Actively participate in team meetings and take an active role in practice development across the portfolio.
- Participate in an annual performance development and review.
- Pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- Duties as directed.

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Key Selection Criteria

Skills/Experience:

Essential

- Experience in a leadership role within a team environment.
- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support.
- Demonstrated ability to engender wellbeing, synergy and a spirit of collaboration across teams.
- Experience delivering services within social and community services programs including housing and homelessness support.
- Knowledge of Commonwealth and State Government policies, standards and compliance requirements.
- Knowledge of and commitment to Continuous Quality Improvement.
- Demonstrated skills in financial management, including monitoring and reporting of variances
- Commitment to the organisation and its philosophy of social justice.
- Well-developed communications skills and the ability to with engage people from varying backgrounds.
POSITION DESCRIPTION

• An understanding of the Housing and Homelessness Service sector My Aged Care, NDIS and other relevant service systems.

Qualifications:

Essential
• First Aid Level 2
• Current Driver’s Licence
• An approved qualification in Social Work, Welfare, Community Services or equivalent.

Desirable
• Qualifications in Management.

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE’S NAME ___________________________________________

SIGNED_________________________________ DATE ________________